

Department of Administration for Human Services

► Agency Mission

The Department of Administration for Human Services (DAHS) is a partner in the Human Services system providing support and adding value to service delivery. Administration support will be responsive and flexible to meet changing customer needs, and will implement a seamless system of business and support processes. The agency will make business improvements, incorporating the best of existing practices with new technologies. DAHS staff will be viewed by the customer as problem solvers who are accessible and committed to supporting service delivery.

► Trends/Issues

DAHS meets the administrative needs of Human Services agencies by providing business support to staff who deliver or arrange services for clients. Examples of programs supported by administrative staff include: Public Assistance programs such as Welfare to Work and Food Stamps; Protective Services for children and adults; Employment Services; Food Services; Prevention Services; Head Start and School Age Child Care (SACC) programs; Alcohol and Drug, Mental Health, and Mental Retardation Services; probation services and residential facilities through the Juvenile and Domestic Relations District Court; Comprehensive Services Act; Disease Prevention and Control; Maternal and Child Health Programs; Restaurant Inspections and Sewage Disposal; Consolidated Community Funding Pool; Community Services Block Grant and Community Development Block Grant; FASTRAN; Recreation and Youth Services; and several discretionary grant programs.

Key Accomplishments Over The Last Year Include:

- Purchased an automated fingerprint imaging system to perform the County Code requirement of fingerprinting persons who successfully apply for jobs that have the responsibility for minors, impaired, elderly, and other persons unable to care for themselves. The new equipment provides a more accurate method of fingerprinting, reduces the time it takes to fingerprint and document each person by 75 percent, and enables the automated transfer of data, including fingerprints, to the State for civilian background checks.
- Implemented a new client and contract spending information and tracking system known as Harmony. This new system replaced a 30-year-old system known as VUWRS (Virginia Uniform Welfare Reporting System). VUWRS has been used to track client-specific information as well as the expenses for each client, in order to meet Virginia Department of Social Services' reporting requirements.
- Provided automation capabilities to all of the County's 125 School Age Child Care (SACC) centers that are located primarily at elementary school sites. This joint effort between Fairfax County and the Fairfax County Public Schools (FCPS) enhanced the SACC program's educational component, enabled staff to report attendance of children in SACC, and allowed SACC employees and other staff (e.g., school nurses) to enter their time and attendance online at each site. SACC teachers now are able to access County SACC program data, food program information, and County corporate systems, enabling communication and sharing of information with other centers and the SACC administrative offices. In addition, SACC students have internet access for project research and homework.

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- Purchased and put into use a second Showmobile, a mobile stage equipped with sound systems and lights, for use at community events.
- As the designated lead agency, DAHS initiated the Evaluation and Assessment phase of a Workforce Assessment Project, under the guidance of the Deputy County Executive and the Human Services Leadership Team. This is a management initiative designed to enhance service delivery by identifying internal strategies for improving the work environment in order to accomplish tasks more efficiently and effectively. A report will be presented to the Leadership Team detailing the findings of the study, including recommendations for each agency as well as strategies for improving internal operations.
- Upgraded 3,200 PCs and 450 network printers with Office Suite programs and electronic mail to Microsoft Office Suite, and all PCs and networked devices at each site from 16b Token Ring to 10mg Ethernet. DAHS Information Technology ensured that all PCs, tools, and software products were Year 2000 compliant by a review and conversion of more than 80 applications and installation of Year 2000 patches on all servers and workstations.
- Started a Human Services workflow initiative to develop and implement an integrated administrative process for contract management and payments processing services. Streamlined internal business practices will increase operational efficiencies and provide cost savings for all Human Services agencies while improving customer service and support.

DAHS' Initiatives in FY 2002 include:

- Initiating the training and enhancement phase of the Workforce Assessment Project. A plan of action will be developed to enhance the work environment by utilizing numerous approaches that may include training, group discussions or one-on-one interventions, workload shifts, and improved communications techniques.
- Identifying potential business opportunities in Human Services agencies with the intent of improving efficiency, facilitating reporting, enhancing revenue collection, and enhancing financial applications to meet specific billing requirements that are unique to Human Services agencies and programs.
- Converting the 3,200-user local area network from the current Novell Netware 5.1 to Windows 2000. This will involve installing new hardware and operating systems, converting all objects, and installing new software on all workstations and peripherals. Extensive testing will be required to ensure the integrity of the new design as well as training for technical support staff, programmers, and network administrators.
- Integrating administrative processes for contract management and payments processing services as a continuation of the Human Services workflow initiative, to improve contract administration and provider payment functions.
- Assisting in the planning and design of Human Services' facilities.

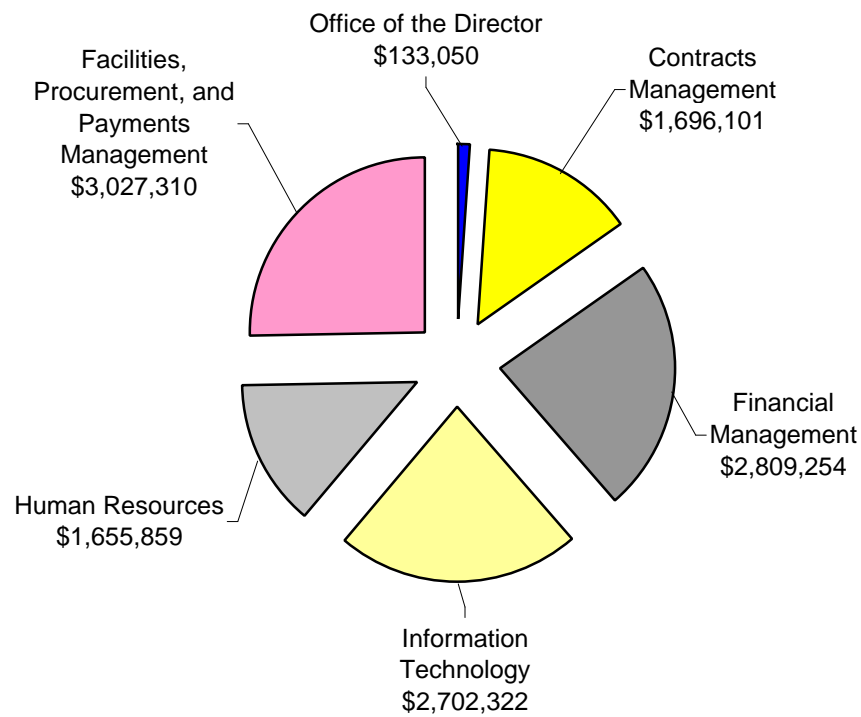
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► **Summary of All Agency CAPS**

CAPS Number	CAPS Title	CAPS Net Cost	CAPS Number of Positions/SYE
68-01	Office of the Director	\$133,050	2/2
68-02	Contracts Management	\$1,696,101	23/23
68-03	Financial Management	\$2,809,254	55/54
68-04	Information Technology	\$2,702,322	34/34
68-05	Human Resources	\$1,655,859	25/25
68-06	Facilities, Procurement, and Payments Management	\$3,027,310	60/59.5
TOTAL Agency		\$12,023,896	199/197.5

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Total FY 2002 Adopted Budget Expenditures = \$12,023,896

Total FY 2002 Adopted Budget Net Cost = \$12,023,896